

Catawba County Board of Commissioners Retreat June 11, 2007



It is a great time to be an innovator

2007 Technology Strategic Plan



We are surrounded today by
possibilities and inspiration

What if every citizen could get the information they need, when they need it, and conduct business when they want to?

What if data flowed freely from department to department and services from those departments were coordinated to provide for the public?

What if your car could call for help and
relay location and medical information
directly to responders and to the
hospital?

What if applications talked to each
other so that real time decisions
could be made?

There are so many new
possibilities at our disposal

It's up to us to be inspired
and make them happen

Possibilities Making Them Happen



It is a great time to be an innovator

2007 Technology Strategic Plan

Catawba County Board of Commissioners

County Management

**IT Governance
Committee**

Citizens

Individual Departments

**Mandates
Critical Issues**

**New Technologies,
Expectations and Trends**

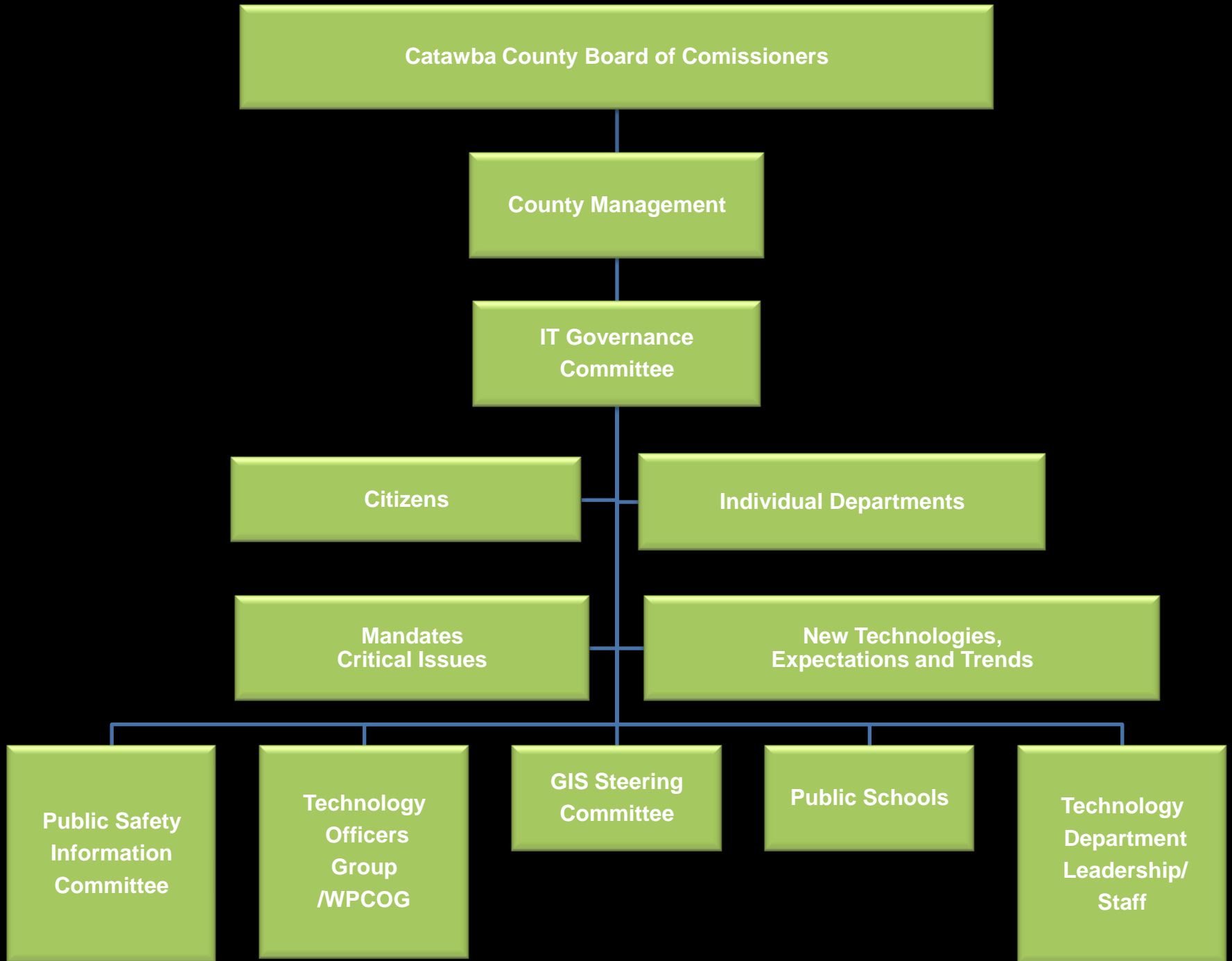
**Public Safety
Information
Committee**

**Technology
Officers
Group
/WPCOG**

**GIS Steering
Committee**

Public Schools

**Technology
Department
Leadership/
Staff**



Vision:

Catawba County Government will embrace technology to improve service and efficiency, and provide seamless access for the public. This will be accomplished in a spirit of customer service, partnership, and consultation with our stakeholders. Our guiding principles are quality, creativity, innovation, integration, and cost effectiveness.



Mission:

Provide leadership and guidance in all aspects of technology to enhance government services.

Major Technology Trends

- **Transition to a digitally converged world**
- **Support for legacy systems while migrating to more robust systems**
- **Increased importance of computer and telecommunications security**
- **Management of and investment in information technology**
- **Support for a growing mobile workforce**
- **Server consolidation, virtualization and storage**

The background of the slide is a composite image. The top half features a row of several tall, cylindrical metal silos with conical roofs, set against a clear blue sky. The bottom half of the slide is a dark blue gradient, overlaid with a pattern of bright blue, glowing fiber optic cables that create a sense of digital connectivity and data flow.

Challenges and Opportunities

Challenges

- Silos of technology
- Too many servers in a disparate system
- Too many projects for staff
- Lack of IT governance

Opportunities

- Good technology staff
- Fairly new computers and a standardization of hardware and software
- A good solid network infrastructure
- Support of Leadership

Possibilities

Six Strategic Initiatives



It is a great time to be an innovator

2007 Technology Strategic Plan



Empower the Public: Enable the public to interact with local government by providing secure access to information and the ability to efficiently conduct appropriate business 365/24/7.

Empower the Public:



- *Create web based systems that provide secure, accurate and timely information to the public*
- *Initiate an enterprise wide solution to online payments*
- *Provide multiple, media rich methods to the public for accessing and receiving information*
- *Provide web enabled applications for the public to use*



**Improve outcomes,
efficiency, responsiveness,
and agility of services by
transforming the
management of information
technology through best
practices and shared
resources.**



Improve outcomes, efficiency, responsiveness.....

- *Implement Enterprise Architecture across the County*
- *Formalize an IT Governance Structure.*
- *Use Project Management Methodology on all projects to maximize the success rate*

The Future of the Enterprise



Implement Enterprise Architecture across the County

- *Maximize the County's investment in PeopleSoft by using it as the preferred development and delivery platform*
- *Maximize the County's investment in VoIP by ensuring that future systems integrate with the system*
- *Maximize the County's investment in virtual technology*
- *Institute Life Cycle Management(LCM) methodology across the County*
- *Continue to apply application, equipment and replacement standards across the County*
- *Capture once, use many*

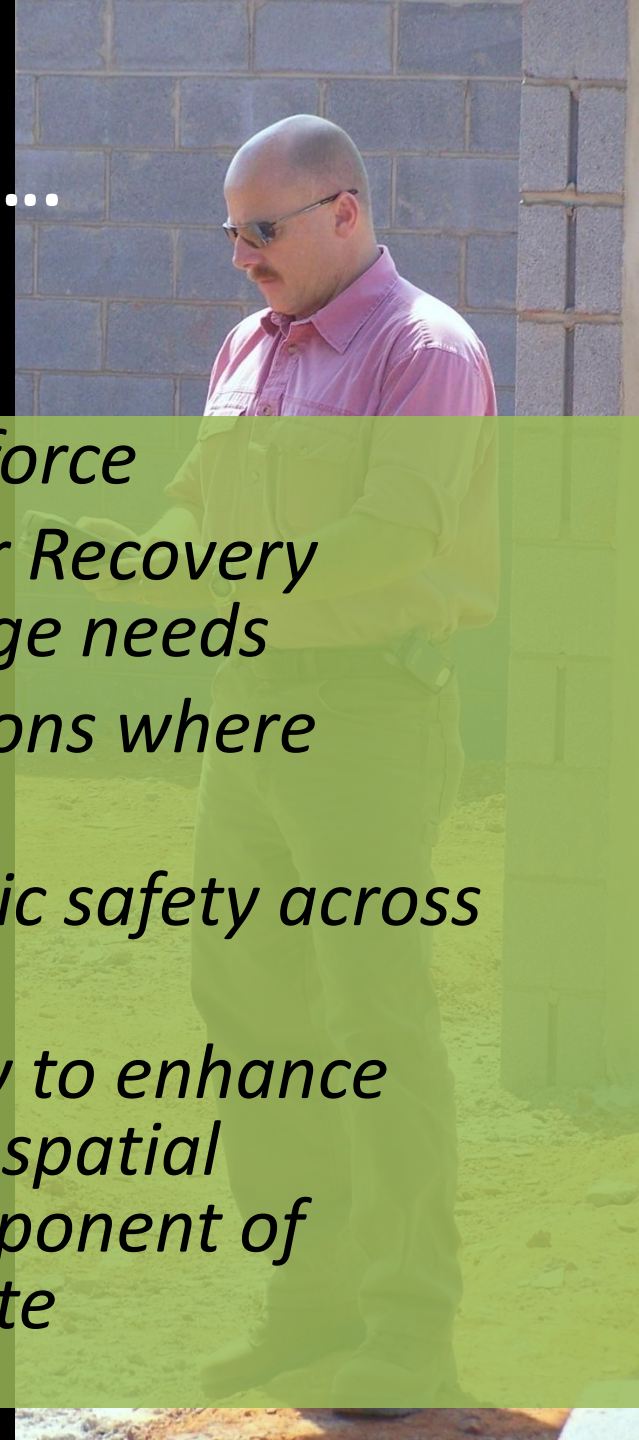


Transform key
business processes
through the
effective use of
innovative
technology and
state-of-the-art
software.



Transform key business processes....

- *Enable an increasing mobile workforce*
- *Continue to invest in SAN /Disaster Recovery technology to meet growing storage needs*
- *Implement Web Enabled Applications where feasible*
- *Build a seamless interface for public safety across the County and municipalities*
- *Leverage advanced GIS technology to enhance existing systems and integrate geospatial capabilities as a fundamental component of business systems where appropriate*



Leverage innovative partnerships to



offer better services

- *Encourage technology initiatives that provide better services and opportunities for the public.*
 - *Encourage broadband services to all homes*
 - *Partner with local service groups to recycle computers and other technologies*
- *Partner with the school systems, municipalities and other agencies to offer services that are common to all.*



**Enable personnel
by increasing the
efficiency and
agility of the
systems they
depend on.**

Empower the Workforce:

Empower the Workforce:

A woman in a green and blue patterned dress stands in the background of a computer lab, addressing a group of people. In the foreground, several people are seated at desks with computers, viewed from behind. The scene is overlaid with a semi-transparent green rectangle containing text.

- *Provide training opportunities for end users that go beyond the basics and empower users to be self sufficient*
- *Ensure a well trained Technology staff*
- *Transition the Mobile Workforce*
- *Expand online employee services and recruitment*



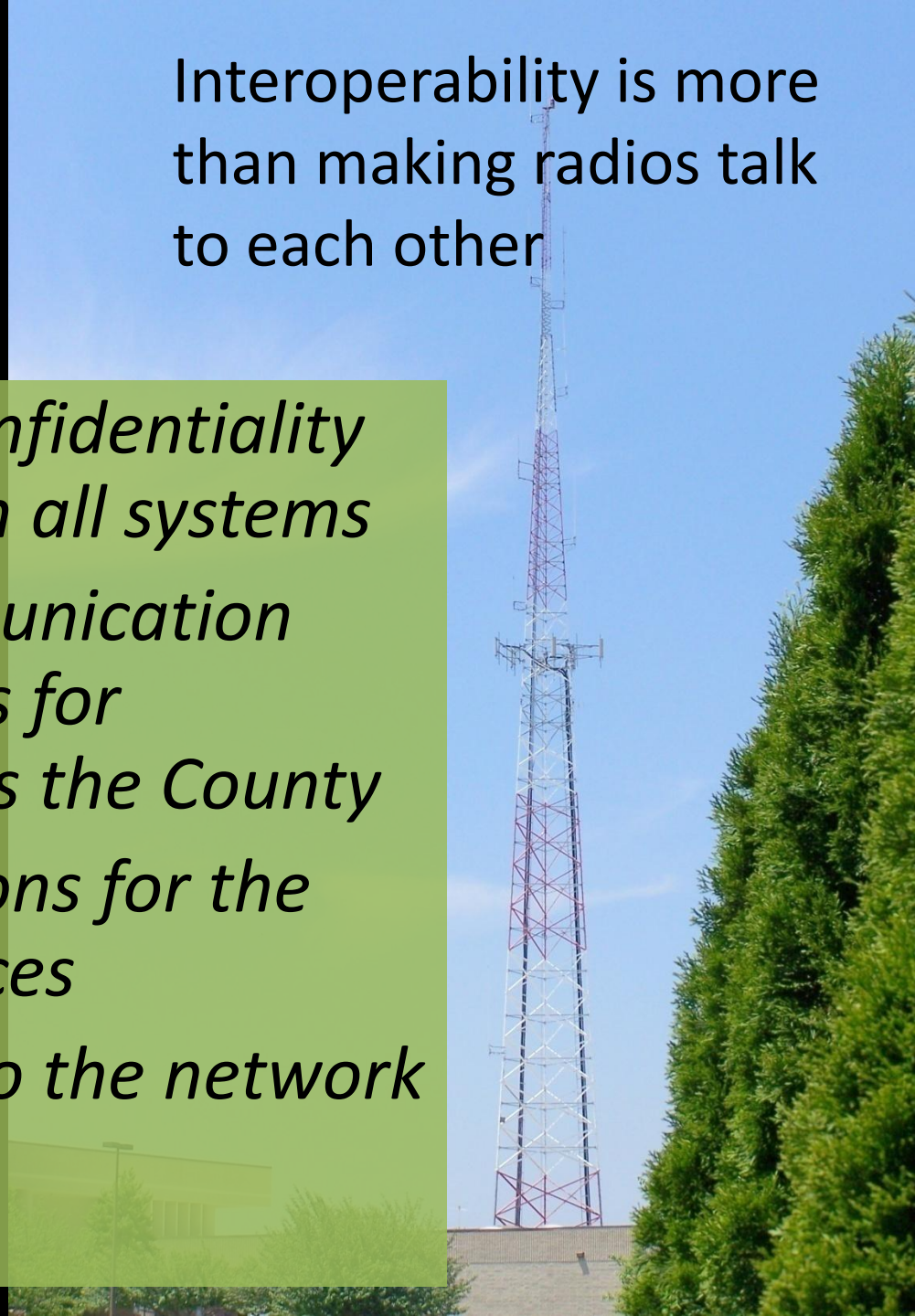
Improve public safety by leveraging modern information systems and technology.




Improve public safety

Interoperability is more than making radios talk to each other

- *Make security and confidentiality overriding priorities in all systems*
- *Build a reliable communication network that provides for interoperability across the County*
- *Provide multiple options for the public to secure services*
- *Build in redundancy to the network infrastructure*



The Challenge

A photograph of an emergency scene on a road. Several firefighters in blue and yellow gear are working near a concrete barrier. A white ambulance is parked on the road. A green sign in the background reads "Iredell County Carawba River".

How do we deliver
the right information
in the right format
to the right person
at the right time?

Conclusion

The Technology Strategic Plan

- Provides a framework for the effective management of technology
- Is customer focused and promotes collaboration, shared input, right tools
- Builds on past investments
- Is dynamic, provides guidance, but allows for options.

Catawba County Board of Commissioners Retreat June 11, 2007



It is a great time to be an innovator

2007 Technology Strategic Plan